Department of State
Division of Vital Records Administration

Evaluation of Information Technology Services for Support of Vital Records Automation

SOS RFP 2008-001

RFP ISSUED……………………………………………………………**09/14/2007**	
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CONTRACT TYPE………………………………..……………………**Firm Fixed**	
PROPOSALS DUE………….…………….…….…………**2:30 PM, 10/26/2007**	
AT: **DEPARTMENT OF STATE** **DIVISION OF VITAL RECORDS ADMINISTRATION** **ROOM 125, 71 SOUTH FRUIT STREET** **CONCORD, NH**	

State of New Hampshire
Department of State
Division of Vital Records Administration
Evaluation of IT Services
RFP 2008-001

Purpose

To assist the New Hampshire Department of State, Division of Vital Records Administration (DVRA) and the Vital Records Improvement Fund Advisory Committee (VRIFAC) in evaluating the current cost versus benefit of the operational and functional maintenance (as described in the current Service Level Agreement that is kept between Secretary of State and OIT) by the Office of Information Technology of the New Hampshire Vital Records Information Network (NHVRIN) system.

Background

Introduction

The New Hampshire DVRA is the state resource for residents who wish to obtain records of birth, marriage, divorce, death and fetal death events. DVRA also provides data files to qualified individuals and agencies that inquire about statistical data events over time. Additionally, DVRA supports genealogical research by maintaining public access records that date back to the year 1640. Since vital records data is collected by various entities across NH, DVRA also supports approximately 650 field users described below.

Town clerks issue certified copies of birth, death and marriage abstracts and marriage licenses as a service to NH citizens. They collect fees for this, sending a portion to the State and retaining some for the town's budget. Town clerks also generate town specific data on these events for town reports and voter registration purposes.

Hospital Birth Clerks enter data for birth events at their facility. They are the primary source for collecting NH birth demographic and statistical data.

Funeral Directors enter data for death events that are handled by their facility. In the process, they also collect medical data used for important research purposes.

NHVRIN is a web-based Vital Records registration and issuance application that is used by the DVRA, town clerks, hospital birth clerks, and funeral directors to capture and manage vital records data within a centralized database. A contractor developed the application, and in October 2004 it was transferred in its entirety to the NH Office of Information Technology (OIT). OIT was created in the summer, 2003 and this agency oversees implementation of most of the statewide information technology activities. Currently, four full time OIT staff maintain NHVRIN, and they (with support

from other OIT divisions) provide production, development, testing, help desk, and desktop support services. In addition to NHVRIN, the full time OIT staff also support a client/server application (NHVRIN Files), that allows Vital Records data extracts from requests made by DVRA staff, and in the near future, a web application for querying production data (NHVRINweb).

New Hampshire owns the source code for all of the systems being used in Production.

Technical Design

Technically, the application is built on Microsoft's .NET framework of products. Business logic is implemented in VB.net, Javascript, C#, HTML and uses ASP.NET controls. It utilizes an Oracle database and some of the application functionality is implemented in Oracle stored procedures. Crystal Reports is used for programming and generating standard reports. UNIX is the operating system for the Oracle database, while Windows Server 2003 is the operating system for the web server.

Overall Costs

OIT charges direct and allocated costs for all of the support services that are provided to DVRA. OIT's invoices are based on total fixed costs as well as total allocated costs from all of OIT's cost centers. The allocated costs are based on several different formulas based on the type of cost center and method of cost allocation. The invoices include detailed information regarding the number of FTEs and their roles & responsibilities (e.g., developers, DBA, Sys Admin, Help Desk) that directly support NHVRIN, the extent of development (including analysis, requirements & testing) and operations for all environments (i.e.,. the servers), security – database and application, data backup and disaster recovery, help desk (support hours too), and network operations. The contractor will be provided FTE rates for each of the above, as well as a break out of all costs: development, operations, network, and help desk. Furthermore, OIT will provide a breakdown of costs associated with each component of the NHVRIN suite of software (NHVRIN, NHVRINfiles, and NHVRINweb).

OIT's recent biennial budget indicated that allocated costs would rise significantly while the direct costs would remain about the same. OIT invoices all state agencies on a monthly basis. Over the past 3 years, the total amount of OIT's invoices for DVRA's support have risen from a low of $26,700 to a high of $72,300.   The monthly invoices currently run approximately $47,000 per month.

Task 1 – Research and answer basic questions regarding the current IT support model of the DVRA suite of software

The successful contractor shall provide in-depth analysis of the following questions and concerns that the Department of State, DVRA, and the VRIFAC have with the Information Technology services they receive for support of their automation efforts:

1. What are we getting (service, expertise, internal control, standardized processes) for our money? (AKA: Are we spending our money wisely?)
    a. Benchmark the current Service Level Agreement that is kept between Secretary of State and OIT, and compare costs or FTE rate against other non-New Hampshire state agencies and/or private sector companies that outsource web applications comparable to the NHVRIN suite of applications (architecture, user base, security needs, etc.)
    b. How does OIT compare to other states and to non-government entities?

2. Assess ways to reduce costs (pros and cons)
    a. Is the formula used by OIT to allocate shared costs among state agencies/projects unfairly affecting NHVRIN
    b. Can we reduce shared costs (develop new allocation formula)
    c. Should we scale back the level of support provided by OIT
    d. Should we reduce end user subsidies
    e. Investigate alternative solutions to using OIT: Review what might be available within the state – i.e. SOS IT resources; or look at outsourcing any part or all of IT support.

3. Risk analysis of outsourcing, including risk level & impact and mitigation strategies.

Task 2 – Deliverable – Analysis Document

The consultant shall provide documentation on the analysis performed and conclusions reached by the consultant team. This document will be the final deliverable of the contract and will be distributed to the Vital Records Improvement Fund Advisory Committee and the DVRA at the completion of the assessment.

Quotes – Vendors should note that this is a firm fixed-price contract.

Deliverables Pricing. The Vendor must include tasks and preparation of required deliverables, pricing for the deliverables required based on the proposed approach, and methodology and tools.

Term of Rates. The Vendor's quote must be for the firm fixed price for the term of the engagement, unless otherwise amended.

Proposed Vendor Staff Resource. Indicate the specific individuals you plan to assign to the project along with project roles. If individuals cannot be identified at this time, identify, at a minimum, the project roles. A breakdown of the hours by on and off site time is also desired.

Proposed State Staff Resource. Indicate the project roles that State staff must fill and their associated hours. State teams are defined as the State staff needed to be devoted to the project for a substantial amount of time, or that could significantly contribute to this effort.

QUOTES - HOURLY RATES – Cost Basis for Firm Fixed-Price and Future Work.

The Vendor shall list the position title, number of personnel, number of hours, and price per hour for each project team member included in the Vendor's offer.

Term of Rates. The Vendor's quoted hours and hourly rates for an engagement with a Vendor must be fixed for the term of the engagement, unless otherwise amended.

Fully Loaded Rates. Hourly rates are to be fully loaded, reflecting travel and any other administrative costs by the Vendor, unless otherwise negotiated.

Future Hourly Rates. Future hourly rates may change, subject to State approval, usually in line with cost of living adjustments.

Application Process

1. Interested parties shall submit the following:

2. Statement of qualifications, experience, and CVs of the consultant(s), including prior experience with similar evaluations and samples of completed assessments.
3. Brief narrative of the consultant(s)'s availability, and general approach consistent with the specifications and proposal objectives.
4. Cost requirements including overall cost and hourly rates.

Submit an electronic copy of your complete proposal to: william.bolton@sos.nh.gov

and five paper copies to: William R. Bolton, Jr.
       State Registar and Director
       Department of State
       Division of Vital Records Administration
       71 South Fruit St.
       Concord, NH 03301

Proposals must be received no later than 2:30 PM EST on Friday, October 26, 2007.

Other Taskings

The State may request additional taskings from the selected vendor and requires rates in the event that additional service is required. The following format must be used to provide this information. "SFY" refers to the State Fiscal Year. The New Hampshire State Fiscal year runs from July 1 through June 30 of the following calendar year. Positions not identified in the proposed "statement of qualifications, experience, and CVs of the consultant(s)" may be further defined in the following Future Vendor Rates Worksheet.

Table F.1.0 Future Vendor Rates Worksheet

Position title	SFY 2008	SFY 2009	SFY2010	SFY2011
Project Manager				
Position #1				
Position #2				
Position #3				
Position #4				

Evaluation of Proposals

Proposals will be evaluated based upon documented qualifications of the team of consultants (25%), documented experience and quality of similar assessments (25%), cost (25%), and general approach and compliance with the objectives of the RFP (25%). If necessary, supplemental or clarifying information will be requested.

Receipt of all applications will be acknowledged within ten working days. Notification of approval or disapproval will be made within sixty days of proposal receipt. The VRIFAC and Director, DVRA will review proposals and select the winning consultant team.

Additional Information

Any questions about the Evaluation of IT Services may be addressed to William R. Bolton, Jr. at william.bolton@sos.nh.gov (603) 271-4505. Written or oral questions shall be submitted prior to Friday, September 28, 2007. A written compilation of all of the submitted questions as well as the answers will be provided to all responders.